

W-01815A-13-210 ORIGINAL



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ARIZONA CORPORATION COMM

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

PI

Priority: Respond Within Five Days

Opinion No. 2013 - 112318

Date: 8/19/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Charles & Lorraine** **Dillree**

Account Name: Charles & Lorraine Dillree

Street:

Work:

City: Topock

State: AZ Zip: 86436

is: E-Mail

Utility Company: **Golden Shores Water Company, Inc.**

Division: Water

Contact Name:

C

Nature of Complaint:

*****DOCKET NUMBER W-01815A-13-0210*****
OPPOSE

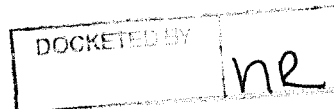
Arizona Corporation Commission
DOCKETED

AUG 20 2013

Charles & Lorraine Dillree

Topock, AZ 86436

AugustS, 2013



Commissioner, Arizona Corporate Commission
C/O Consumer Services Section
1200 West Washington Street, Phoenix, Arizona 85007

Golden Shores Water Company Emergency Rate Increase Docket #W-01815A-13-210

Mr. /Madam Commissioner.

Before the commission is a request by our water service provider Golden Shores Water Company doc# W-01815A-13-0210 asking for a 90% "emergency" rate increase from the previous year's basic rate, and 120% increase in water usage rates. My first issue is with the use of "emergency" in the request for a rate increase. Having served thirty-one years in the Marine Corps the use of the term when dealing with anything other than crisis or natural disaster tells me someone is covering their ass due to negligence or incompetence, or combination of both.

In the past twenty-four months we (consumers) have heard crickets from the water company regarding issues with maintenance of service infrastructure. For the record I have no issues with service, or water quality. What we, the Golden Shores customers, would like is an explanation as to why, seemingly, overnight the water rates will double. Unlike my wife and me most of the customers serviced by Golden Shores Water are on fixed

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incomes or assistance and the doubling of their water rate will cause undue grief and in some case lead to unhealthy decisions.

If the increase is justified fine, but if due to the failure of proper planning, or negligence, we request a full accounting and those responsible need to answer to the customers they serve.

Respectfully,
Charles L. Dillree

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

End of Comments

Date Completed: 8/19/2013

Opinion No. 2013 - 112318
